

citizenM house rules

Welcome, world citizen! You are travelling during a challenging time, when your health and safety takes precedence over adventure. To make sure your wellbeing – and ours – is protected, we have put some new house rules in place.

social distancing and face masks – we ask you to maintain a distance of 2 metres (6.5 feet) from other persons in the hotel. Face masks are mandatory in all indoor public spaces in England.

food and drinks – in line with the latest health regulations, we have temporarily switched to table service only (no ordering at the bar). We serve food and drinks to registered guests 24/7, and to visitors between 5.00 AM and midnight (last orders 11.00 PM). canteenM and the living room capacity is 50%, groups can be no larger than 6 people from 2 households or bubbles.

track and trace – you must download the NHS App via the QR code displayed at the hotel to register your details

friends, family, colleagues – they may be staying at the hotel with you. The health guidelines restrict meetings to maximum 6 people from 2 households or support bubbles, while keeping a distance of 2 metres (6.5 feet) from each other.

visitors – visitors are welcome at our hotel. Please observe the social distancing and mask rules while they are still in place. All visitors must leave by midnight.

cash and payments – we are now cashless and we accept all of the following cards: Visa, MasterCard, American Express, Maestro, Discover and JCB. A credit card is required to guarantee any extra spending while at the hotel. For your convenience, you may charge your spending to your room. We will ask you to settle any balances over the value of 250 EUR / GBP / USD / DKK / CHF. All room nights must be paid for in advance. If you need to extend your stay, we will ask you to pay for the additional nights at the time of reservation extension.

stairs and elevators – if you are fit and healthy, please use the stairs so the elevators may be kept free for those who cannot use the stairs

smoking – our hotels have always been smoke free and we continue to observe this policy. Please smoke outside. A penalty applies for smoking inside.

if you feel ill – if you have the symptoms of coronavirus (cough, fever, breathing difficulties), please dial 0 from your room and let the hotel team know immediately so we can give you our best support while you're in isolation, and/or arrange medical care. The team will let you know about the self-quarantine procedures of the hotel.

For your health and safety – and ours – **we reserve the right to:**

- close the hotel if circumstances demand it and shorten your booking
- adapt the daily services of the hotel as needed – food, beverages, housekeeping and other
- ask anyone not complying with the house rules to leave the hotel
- check your temperature if required by the authorities

During this challenging time, we can all minimise the risk of coronavirus by following these rules together. Thank you for your understanding.

